



June 7, 2006

RE: RFP DGS-2053 **ADDENDUM #34**

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

SECTION 6.2

6.2 TOC. Replaced the entire table of contents.

6.2.3.b, page 5-c. Added line items to the table.

6.2.18.1.2, page 61. Added final bullet.

6.2.18.2 and 6.2.18.3, page 62. Added the phrase “as mutually agreed upon if necessary for Service(s) ordered” to four bullets on the page.

6.2.18.4, page 64. Added the phrase “as mutually agreed upon if necessary for Service(s) ordered” to the third and sixth bullets.

6.2.19.1.8, page 72. Edited the first sentence in the second and third bullets.

6.2.22.2.3, page 97-a. Added this new item for “Service Availability” which required adding a new page. **NOTE:** This change prompted a change in numbering from subheading 6.2.22.3 through 6.2.22.2.13.

6.2.22.2.4, page 98. Changed the subheading number.

6.2.22.2.5, page 98-a. Added this new item for “Catastrophic Outage 1” which required adding a new page.

6.2.22.2.6, page 99. Changed the subheading number.

6.2.22.2.7, page 101. Changed the subheading number.

6.2.22.2.8, page 103. Changed the subheading number.

6.2.22.2.9, page 104. Changed the subheading number. Added two new ‘Services’ at the bottom of the left column.



6.2.22.2.10, page 105. Changed the subheading number. Added two new 'Services' at the bottom of the left column.

6.2.22.2.11, page 107. Changed the subheading number. Revised the third row under 'Business Days'. Revised the fourth and fifth rows under 'Business Days' and 'Services'.

6.2.22.2.11, page 108. Revised the fourth row under 'Business Days'.

6.2.22.2.12, page 109. Changed the subheading number.

6.2.22.2.13, page 110. Changed the subheading number.

6.2.23.1, page 120. Revised item #5 near the bottom of the page.

SECTION 6.3

6.3.3.8.b, page 47. Deleted this page (leaving it blank) because it was duplicate information from the previous page.

6.3.5.2.a, page 81. Added new second line item.

6.3.10.1.2 and 6.3.10.2, page 106. Added new fifth bullet near the middle of the page. Added the phrase "as mutually agreed upon if necessary for Service(s) ordered" to the last 2 bullets at bottom of the page.

6.3.10.3, page 107. Added the phrase "as mutually agreed upon if necessary for Service(s) ordered" to the second bullet.

6.3.10.4, page 108. Added the phrase "as mutually agreed upon if necessary for Service(s) ordered" to the last bullet on the page.

6.3.10.4, page 109. Added the phrase "as mutually agreed upon if necessary for Service(s) ordered" to the bullet on top of the page.

6.3.11.1.8, page 116. Revised text and reference numbers in the last 2 bullets at the bottom of the page.

6.3.15.1, page 166. Revised item number 5 near top of the page.



SECTION 7-B

6.2.3, Long Distance Calling (M-O) [2 pages]. Edited the references at top of the worksheet. Added line items 29 and 30 to table 6.2.3.b at bottom of the worksheet.

6.2.10.a, Toll Free Services (M-O). Revised row descriptions for line items 1 thru 4, including 'model recurring monthly quantity of units'.

6.2.11.a, Operator Services (M), and 6.2.11.b, Operator Services (D). Revised 'model one time monthly quantity' for line item 1. Revised 'unit of measure' for line items 1 and 7.

GENERAL NOTE

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

Steven Casarez
DGS, Procurement Division
Technology Acquisitions Section
P.O. Box 989054
West Sacramento, CA 95798-9054
(916) 375-4481
email: steve.casarez@dgs.ca.gov

Section 6.2

Section 6.2 Long Distance Services for Voice – MODULE 2

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The Contractor may offer the Long Distance Calling features detailed in Table 6.2.3.b.

Dedicated Access Transport

The State seeks transport types/services available for delivery of dedicated access. Bidder shall identify these services in the Desireable (D) table below. Bidder shall provide associated service level agreements and pricing for each transport type/service proposed.

Table 6.2.3.b Long Distance Calling (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Dedicated Access DS1	Dedicated Transport at DS1 speed or equivalent		
Bidders Description:			
Dedicated Access DS3	Dedicated Transport at DS3 speed or equivalent		
Bidders Description:			
Additional unsolicited features offered by the Bidder:			

6.2.18.1.2 Contractor's General Responsibilities (M)

As associated with the services to be provided, Contractor will, at a minimum and at no cost to the State:

- Provide staff to perform as the principal business and technical resource for information on pricing, features, and feature interactions/restrictions. This staff shall be available on demand by telephone and to participate in meetings to answer questions about contracted services. Contractor will ensure that Contractor's staff, including subcontractors and Affiliates, are trained on Contract services and are knowledgeable on Contract terms and conditions
- Provide Documentation/reports in a timely manner as requested on pricing, features, feature interactions/restrictions and other information related to management of the Contract
- Use the State database of Agency designated Agency Telecommunications Representatives (ATRs) to determine their fiscal authority to order service
- Provide sufficient staff and resources throughout the Term of the Contract consistent with the terms and conditions
- Where specific Requirements in Sections 6.2.18.2, 6.2.18.3 and 6.2.18.4 calls for mutual agreement between the Customer and Contractor and agreement is not reached, the Contractor shall contact DTS/STND for final decision

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.18.2 Planning (M)

Contractor shall, at a minimum and at no cost to the State:

- Perform overall planning coordination activities related to service implementation
- Provide End-User station reviews to optimize the structure and Implementation Planning detail for selected Contract services as mutually agreed upon if necessary for Service(s) ordered
- Provide, and update as necessary, a project plan detailing all resources (cost, staff, etc.), scope (tasks), and scheduling (with constraints) necessary to implement service as mutually agreed upon if necessary for Service(s) ordered
- Provide information to the Agency regarding proprietary Equipment that must be purchased separately

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.18.3 Design (M)

Contractor shall, at a minimum and at no cost to the State:

- Collect information and conduct End-User station reviews and complete associated service request documents as mutually agreed upon if necessary for Service(s) ordered
- Provide design recommendations and critical feature interactions with Documentation to the Agency for review as mutually agreed upon if necessary for Service(s) ordered
- Analyze Agency service requests and determine facility Requirements
- Determine network interconnection Requirements of service requests
- Determine the required functions to perform transmission, distribution, and switching applications

- Provide DTS/ONS with service implementation management reports that include, at a minimum, a listing of requests and the implementation interval for each request as described in Section 6.2.22.3.4
- Define the necessary interface Requirements for existing End-User CPE to connect to the Contractor-provided services
- Perform a site inspection of End-User location prior to implementation of service to ensure there is an adequate environment for the new service as mutually agreed upon if necessary for Service(s) ordered
- Coordinate the service installation with the End-User contact as identified by the Agency ATR. This includes scheduling, hosting, coordinating, and documenting minutes of coordination meetings as appropriate
- Develop comprehensive Implementation Plans and schedules that minimize disruption of the current End-User's telecommunications System
- Prepare service acceptance plans that specify Requirements for functional testing, load testing, and cutover testing of Contractor provided services as mutually agreed upon if necessary for Service(s) ordered
- Provide DTS/ONS staff web access for service activity monitoring

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.18.5 Marketing Requirements (M)

The DTS/ONS will approve all Contractor's CALNET II marketing materials and, at DTS/ONS's discretion, will be present on marketing calls to Agencies. Contractor shall employ industry accepted marketing practices to inform Agencies of the availability and benefits of contracted services. Contractor will submit marketing plans for approval within 90 calendar days of Contract award and annually thereafter, except as described below. There will be no cost associated with the collaborative marketing plans, and the marketing plans will include, at a minimum, the following provisions:

6.2.19.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, services taxes, fees, surcharges, and surcredits and produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- The amount of the late payment charge shall be as set forth in the Government Code Section 927.6 and 927.7. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- Late Payment Fees shall not be assessed less than the timeframes set forth by law in the California Prompt Payment Act, Government Code Sections 927 et seq. DTS/STND will work with the Awarded Bidder and State Controllers Office to develop a process to validate late payment fees. The Awarded Bidder will be responsible for providing proof that a late payment fee is valid.
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controllers Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options

6.2.22.2.3 Service Availability (M)

Services	Service Availability Percentage						
<p>DS1 or Equivalent*</p> <p>DS3 or Equivalent*</p> <p>“*” = Tier 1 is mandatory-optional; Tier 2 is desirable</p>	<p>Definition</p> <p>Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.</p> <p>Measurement Process</p> <p>All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p>Monthly Network Availability (%) = $1 - \frac{\text{total minutes of connection outage per month}}{\text{days in month} \times 24\text{hours} \times 60\text{mins}} \times 100$.</p> <p>Objectives</p> <table border="1" data-bbox="685 781 1385 968"> <tr> <th data-bbox="685 781 1040 835">Tier 1</th><th data-bbox="1040 781 1385 835">Tier 2</th></tr> <tr> <td data-bbox="685 835 1040 884">DS1>99.5 percent</td><td data-bbox="1040 835 1385 884">DS1>99.0 percent</td></tr> <tr> <td data-bbox="685 884 1040 968">DS3>99.8 percent</td><td data-bbox="1040 884 1385 968">DS3>99.3 percent</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>First month to fail to meet the SLA objective shall result in a 15% rebate of the TMRC.</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 25% rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p>	Tier 1	Tier 2	DS1>99.5 percent	DS1>99.0 percent	DS3>99.8 percent	DS3>99.3 percent
Tier 1	Tier 2						
DS1>99.5 percent	DS1>99.0 percent						
DS3>99.8 percent	DS3>99.3 percent						

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____page_____paragraph_____

Description:

6.2.22.2.4 Calling Card Provisioning (M)

Services	Business Days	Calling Card Provisioning
Billed Monthly Calling Cards	<p>For Transition: Contracted Service Project Work (Section 6.2.25.1)</p> <p>Following Transition: Orders under 500 – 10 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)</p>	<p>Definition</p> <p>Provisioning is defined as issuing new Calling Cards on or before the due dates.</p> <p>Measurement Process</p> <p>Individual Order: The duration of time beginning when an order is placed for a calling card(s) and delivery of and activation of the ordered card(s) following account setup.</p> <p>Objective</p> <p>Activated cards delivered to the Customer within the timeframes</p>
Limited Usage Calling Cards	<p>Orders under 500 – 15 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)</p>	<p>Immediate Rights and Remedies</p> <p>\$1 per card per day that each card is not activated and delivered to the Customer within the required time frames.</p> <p>Monthly Rights and Remedies:</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.5 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1		
<p>DS1 or Equivalent*</p> <p>DS3 or Equivalent*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>The total loss of either the service or circuits, 25 or greater at the same address location.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" data-bbox="685 949 1393 1075"> <tr> <td data-bbox="685 949 1045 1075"> <p>Tier 1</p> <p>Less than 2 hours</p> </td><td data-bbox="1045 949 1393 1075"> <p>Tier 2</p> <p>Less than 4 hours</p> </td></tr> </table> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	<p>Tier 1</p> <p>Less than 2 hours</p>	<p>Tier 2</p> <p>Less than 4 hours</p>
<p>Tier 1</p> <p>Less than 2 hours</p>	<p>Tier 2</p> <p>Less than 4 hours</p>		

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.2.22.2.6 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2
<p>Intra-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based Automatic Call Distributor (ACD)</p> <p>Network Based Interactive Voice Response(IVR)</p> <p>Network Based Specialized Call Routing (SCR)</p> <p>Computer Telephone Integration (CTI) for Network Based ACD</p> <p>Toll Free Service</p> <p>900 Service</p>	<p>Definition</p> <p>A total failure of a service type.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone that causes a service failure.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 30 minutes</p> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC and 2 days of AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-UserEnd-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

6.2.22.2.7 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3
<p>Intra-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based ACD</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing</p> <p>Computer Telephone Integration for Network Based ACD</p> <p>Toll Free Service 900 Service</p>	<p>Definition</p> <p>A failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network resulting in the total loss of more than one service type, or the loss of any service type on a System wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network switches or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 15 minutes</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC and 2 days of AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

6.2.22.2.8 Enhanced Service Outage (M)

Services	Enhanced Service Outage
<p>Network Based ACD</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing</p> <p>Computer Telephone Integration for Network Based ACD</p>	<p>Definition</p> <p>The total loss of an Enhanced Service at a single End-User location</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network or application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each Enhanced Service affected by the common cause. Each Enhanced Service shall be considered unavailable from the first notification until the Contractor determines the Enhanced Service is restored. Any Enhanced Service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p>Objectives</p> <p>Less than 4 hours</p> <p>Immediate Rights and Remedies</p> <p>15 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single Enhanced Service Outage</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.9 Excessive Outage (M)

Services	Excessive Outage
Intra-LATA, Intrastate, Interstate Long Distance Calling	<p>Definition</p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service for 12 or more hours.</p>
Network Based ACD	<p>Measurement Process</p> <p>The service is unavailable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p>
Network Based Interactive Voice Response (IVR)	Monday through Friday 7:00 am to 6:00 pm PST
Network Based Specialized Call Routing	<p>Objectives</p> <p>Less than 12 hours</p>
Computer Telephone Integration for Network Based ACD	<p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p>
Toll Free Service	Customer may request from Contractor an Excessive Outage restoration briefing
900 Service	100 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 12 hours.
DS1 or Equivalent Transport	<p>Monthly Rights and Remedies</p> <p>N/A</p>
DS3 or Equivalent Transport	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.10 Notification (M)

Services	Notification
Intra-LATA, Intrastate, Interstate Long Distance Calling Network Based ACD Network Based Interactive Voice Response (IVR) Network Based Specialized Call Routing Computer Telephone Integration for Network Based ACD Toll Free Service 900 Service DS1 or Equivalent DS3 or Equivalent	<p>Definition</p> <p>The Contractor notification to DTS/ONS in the event of an Enhanced Service Outage, Catastrophic Outage, network failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET II users or has the potential to impact services in a general or statewide area.</p> <p>Measurement Process</p> <p>The Contractor shall invoke the notification process for all Enhanced Service Outages resulting in significant loss of services. The Contractor shall notify DTS/ONS via the Contractor's automated notification System. Updates shall be given on the above mentioned failures via the Contractor's automated notification System which shall include time and date of the updates.</p> <p>Objectives</p> <p>Within 30 minutes of an Enhanced Service Outage, the Contractor shall notify general stakeholders (as determined by DTS/ONS) via the Contractor's automated notification System.</p> <p>At 60 minute intervals, updates shall be given on the above mentioned</p>

6.2.22.2.11 Provisioning (M)

Services	Business Days	Provisioning
Audio Conferencing w/account	1 Day	<p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Measurement Process</p> <p><i>Individual Service Order:</i></p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/System.</p> <p><i>Monthly Average Percentage by Service Type:</i></p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met</p> <p>Objective</p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type: 90 percent</p>
Account set-up	10 Days	
Computer Telephone Integration for Network Based ACD	Managed Project	
Inside Wiring	Contracted Service Project Work	
Intra-LATA, Intrastate, Interstate Long Distance Services (Up to 100 Lines)	1 Day	
Over 100 Lines :	Managed Project	
Dedicated Transport:		
DS1(or equivalent) 10 or less DS1s per day	15 Days	
Over 10 DS1s per day	Managed Project	
Expedite	XX Days	
DS3 or Equivalent	Managed Project	

Services	Business Days	Provisioning
Network Based ACD	Managed Project	Immediate Rights and Remedies Individual Order: 50 percent of installation fee refunded to Customer for any missed due date. End-User Escalation Process DTS/ONS Escalation Process Monthly Rights and Remedies: - Monthly Average percent by Service Type: The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met.
Network Based Interactive Voice Response (IVR)	Managed Project	
Network Based Specialized Call Routing	Managed Project	
Station Cabling	Contracted Service Project Work	
Toll Free	1 Day	
900 Service	Managed Project	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.12 Response Duration from Receipt of Order (M)

Services	Response Duration from Receipt of Order
All Services in Module 2	<p>Definition</p> <p>The interval for Contractor response to initial request from Customer when initiating a service request.</p> <p>Measurement Process</p> <p>The Response SLA shall be based on the Customer order submittal date when using either the STD 20 or other authorized ordering System to the date the Contractor responds to the Customer.</p> <p>Objectives</p> <p>Next Business Day for Contractor response to initial request from Customer when initiating a service request.</p> <p>Immediate Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Monthly Rights and Remedies</p> <p>Review process with DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.13 Time To Repair (TTR) – Network Dialing Services (NDS) (M)

Services	Time To Repair (TTR) – Network Dialing Services (NDS)
Audio Conferencing Intra-LATA, Intrastate, Interstate, International Long Distance Calling Toll Free 900 Service	<p>Definition</p> <p>A TTR-NDS shall be defined as a trouble ticket opened with the Contractor's helpdesk when the Customer is unable to place calls.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The service shall be considered unavailable during the time the trouble ticket is recorded as open in the Contractors trouble ticket System minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24.</p> <p>Objectives</p> <p>Less than 6 hours</p> <p>Immediate Rights and Remedies</p> <p>10 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 6 hours.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Inability of the Contractor to provide the monthly detailed fiscal management reports referenced in Sections 6.2.23.2.2 (DTS/ONS Detail of Services Billed Report by Service) and 6.2.23.2.3 (DTS/ONS Detail of Services Billed Report by Agency) along with the remittance of monthly administrative fee revenues will result in a late payment fee to DTS/ONS as described in Section 6.2.22.3.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.1 Fiscal Management Database(s) (M)

The Contractor shall provide and maintain databases which DTS/ONS may query and download information via the Contractor's private web site. The most recent data will be maintained and available on the web site for six months. This Requirement is in addition to the records retention Requirements in Appendix B. This System(s) will store the following information:

1. CALNET II, Module 2 product/service installation or termination
2. Trouble Tickets that trigger a refund, remedy or adjustment
3. Monthly billing associated with CALNET II Customers
4. Monthly totals for all product/services quantities and charges (with Administration Fee separated from the base charge)
5. CALNET II, Module 2 Customer's information (name and Service address)
6. DVBE monthly expenditures

Section 6.3

NOTE: The contents of this page have been deleted because they were incorrectly a duplicate of page 46. —

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the IP network based IVR services and features detailed in Table 6.3.5.2.a.

Table 6.3.5.2.a –IP Network Based Interactive Voice Response (IVR) Services and Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IVR with Standard Applications	Standard IVR applications as described above.		
Bidder's Description:			
IVR with Standard Application Usage	Usage charge associated with standard IVR applications as described above.		
Bidder's Description:			
Voice Forms	Allows business End-Users to collect information from callers over the telephone. A series of questions is played to a caller who responds to each question in sequential order. Once the information is collected, it can be retrieved and transcribed to suit individual Requirements. Include a minimum of one (1) hour storage per Voice Forms application.		
Bidder's Description:			
Additional Voice Forms Storage	Additional storage capacity for Voice Form recorded data		
Bidder's Description:			
Fax on Demand or Fax Reply	A feature that allows the End-User to create and retrieve Fax information by selecting Fax items from a voice menu.		
Bidder's Description:			

- trained on Contract services and are knowledgeable on Contract terms and conditions
- Provide Documentation/reports in a timely manner as requested on pricing, features, feature interactions/restrictions and other information related to management of the Contract
- Use the State database of Agency designated Agency Telecommunications Representatives (ATRs) to determine their fiscal authority to order service
- Provide sufficient staff and resources throughout the Term of the Contract consistent with the terms and conditions thereof
- Where specific Requirements in Sections 6.3.10.2, 6.3.10.3 and 6.3.10.4 calls for mutual agreement between the Customer and Contractor and agreement is not reached, the Contractor shall contact DTS/STND for final decision

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.10.2 Planning (M)

Contractor shall, at a minimum and at no cost to the State:

- Perform overall planning coordination activities related to service implementation
- Provide End-User service assessments to optimize the structure and implementation planning detail for selected Contract services as mutually agreed upon if necessary for Service(s) ordered
- Provide, and update as necessary, a project plan detailing all resources (cost, staff, etc.), scope (tasks), and scheduling (with constraints) necessary to implement service as mutually agreed upon if necessary for Service(s) ordered

- Provide information to the Agency regarding proprietary Equipment that must be purchased separately

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.10.3 Design (M)

Contractor shall, at a minimum and at no cost to the State:

- Collect information and conduct End-User service assessments and complete associated service request documents
- Provide design recommendations and critical feature interactions with Documentation to the Agency for review as mutually agreed upon if necessary for Service(s) ordered
- Analyze Agency service requests and determine facility Requirements
- Determine network interconnection Requirements of service requests
- Determine the required functions to perform transmission, distribution, and switching applications
- Determine required network management applications and interface Requirements

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.10.4 Provisioning and Implementation Requirements (M)

Customers will place service orders through electronic means, or by direct provisioning of services procured through this Contract. Customer posted electronic service orders shall be processed on a less than one-day cycle.

Contractor shall, at a minimum at no cost to the State:

- Provide the State with a means to order services as described in Section 6.3.10.4
- Perform all activities associated with the receipt, logging, task identification, scheduling, and completion notification of Agency service requests
- Develop and enter data, and maintain an inventory of Agency services to support the tools and reports described in Section 6.3.16.5
- Provide an electronic means of receiving valid service orders from agents of authorized Customers
- Provide a means to validate that the Customer is authorized to initiate a service request based on the current ATR master file
- Provide a positive acknowledgment of receipt of a valid Customer service request
- Provide status information to Customers on the progress of service requests initiated by the Customer
- Provide DTS/ONS with service implementation management reports that include, at a minimum, a listing of requests and the implementation interval for each request as described in Section 6.3.14.3.4
- Define the necessary interface Requirements for existing End-User CPE to connect to the Contractor-provided services
- Coordinate the service installation with the Customer contact as identified by the Agency ATR. This includes scheduling, hosting, coordinating, and documenting minutes of coordination meetings as appropriate
- Develop comprehensive Implementation Plans and schedules that minimize disruption of the current Customer's telecommunications system
- Prepare service acceptance plans that specify Requirements for functional testing, load testing, and cutover testing of Contractor provided services as mutually agreed upon if necessary for Service(s) ordered

- Prepare floor plans showing jack locations and jack numbers and identify the “Unique Service Identifier” next to the appropriate jack location on the floor plans as mutually agreed upon if necessary for Service(s) ordered
- Provide DTS/ONS staff web access for service activity monitoring

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.10.5 Marketing Requirements (M)

The DTS/ONS will approve all Contractors’ CALNET II marketing materials and, at DTS/ONS’s discretion, will be present on marketing calls to Agencies. Contractor shall employ industry accepted marketing practices to inform Agencies of the availability and benefits of contracted services. Contractor will submit marketing plans for approval within 90 calendar days of Contract award and annually thereafter, except as described below. There will be no cost associated with the collaborative marketing plans, and the marketing plans will include, at a minimum, the following provisions:

- Contract-marketing activities are limited to the approved contracted services
- As part of its contractual obligation to assist Agencies in business planning, the Contractor may discuss technology applications or solutions with Customers. The Contractor shall not present services that are not available on the Contract in a manner that implies to the Customer the service will be made contractually available. If Contractor is unsure on the status of proposed services it has submitted to the State for consideration, or if a service will qualify for inclusion on the Contract, the Contractor shall contact DTS/ONS for clarification

- Invoice remittance page must include previous charges (amount of last bill, payments, credits & adjustments, and unpaid balance), current charges and Total Amount Due
- Reference the State's Service Request (STD.20) number or the local government's purchase order number (PON) for related order activity
- Contractor will add to invoices all applicable federal, state and local tax and surcharges as allowed by this Contract
- Provide cross-reference detail (when applicable)
- Contract Number

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, services taxes, fees, surcharges, and surcredits produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- The amount of the late payment charge shall be as set forth in the Government Code Sections 927.6 and 927.7. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- Late Payment Fees shall not be assessed less than the timeframes set forth by law in the California Prompt Payment Act, Government Code. Sections 927 et seq. DTS/STND will work with the Awarded Bidder and State Controllers Office to develop a process to validate late payment fees. The Awarded Bidder will be responsible for providing proof that a late payment fee is valid

4. Monthly totals for all product/services quantities and charges (with Administration Fee separated from the base charge)
5. CALNET II, Module 3 Customer information (name and Service address)
6. DVBE monthly expenditures
7. Data port/service inventory
8. Inventory (monthly) for all product/services purchased under the CALNET II, Module 3 Contract.

The Contractor shall describe in detail a plan that identifies how information will be gathered and populated in the database on an initial and continuous basis.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2 Fiscal Management Reports (M)

The Contractor's data management system will generate standardized reports and include the capability to produce Ad Hoc reports. If for some reason the information does not reside with the Contractor or is not integrated with the other systems, it is still the responsibility of the Contractor to provide this information.

The standard reports shall be provided to DTS/ONS monthly, without charge. All reports shall be provided in both soft and hard copy. The soft copy will be supplied in both Access Database and delimited text file format. The Contractor shall provide consistent record layout and labeling convention for all databases and reports. Contractor shall provide DTS/ONS with 30 calendar days advance notice of any changes to the record layout and labeling convention for all databases and reports.

The information provided by the Contractor shall use standard and consistent naming conventions. The report(s) shall be loaded monthly onto the Contractor's private web

Section 7-B

Cost Table 6.2.3, Long Distance Calling (M-O)

As described in Section 6, billing for long distance calling will be in 6 second intervals.

Bidders are to enter their base rate for international calls below and the appropriate discount rate for each of the specified sample countries in the corresponding recurring field below.

6.2.3.a, Long Distance Calling (M-O)

A	B	C	D	E	F	G
Line item #	Feature Name	Bidder identifier	Recurring cost/item per unit	Unit of measure	Model recurring mo. qty of units	Model recurring monthly costs
1	Intra-LATA Calling Dedicated to Dedicated Access			minute	2,200,000	\$ -
2	Intra-LATA Calling Dedicated to Switched Access			minute	3,300,000	\$ -
3	Intra-LATA Calling Switched to Dedicated Access			minute	3,300,000	\$ -
4	Intra-LATA Calling Switched to Switched Access			minute	13,200,000	\$ -
5	Intra-State/Inter-LATA Calling Dedicated to Dedicated Access			minute	1,320,000	\$ -
6	Intra-State/Inter-LATA Calling Dedicated to Switched Access			minute	1,980,000	\$ -
7	Intra-State/Inter-LATA Calling Switched to Dedicated Access			minute	1,980,000	\$ -
8	Intra-State/Inter-LATA Calling Switched to Switched Access			minute	7,920,000	\$ -
9	Inter-State Calling Dedicated to Dedicated Access			minute	880,000	\$ -
10	Inter-State Calling Dedicated to Switched Access			minute	1,320,000	\$ -
11	Inter-State Calling Switched to Dedicated Access			minute	1,320,000	\$ -
12	Inter-State Calling Switched to Switched Access			minute	5,280,000	\$ -
13	International Calling Rates		Recurring cost/item per unit	Unit of measure	N/A	N/A
14	Mexico			minute	5,000	\$ -
15	Canada			minute	5,000	\$ -
16	United Kingdom			minute	2,000	\$ -
17	Japan			minute	2,000	\$ -
18	China			minute	2,000	\$ -
19	Israel			minute	2,000	\$ -
20	Korea			minute	2,000	\$ -
21	Brazil			minute	2,000	\$ -

22	Italy			minute	2,000	\$ -
23	Switzerland			minute	2,000	\$ -
24	Spain			minute	2,000	\$ -
25	Germany			minute	2,000	\$ -
26	France			minute	2,000	\$ -
27	Model Monthly Totals:					\$ -
28	Model Annual Totals:					\$ -

6.2.3.b, Long Distance Calling (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
29	Dedicated Access DS1			N/A	N/A			N/A	N/A		N/A	N/A	N/A
30	Dedicated Access DS3			N/A	N/A			N/A	N/A		N/A	N/A	N/A
31	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
32	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Cost Table 6.2.10, Toll Free Services

6.2.10.a, Toll Free Services (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. qty of units	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Basic Coverage- California - Dedicated Access		N/A	N/A	N/A		minute	35,000,000	\$ -	N/A	N/A	N/A	\$ -
2	Basic Coverage- California - Switched Access		N/A	N/A	N/A		minute	15,000,000					
3	Extended Call Coverage - US- Dedicated Access		N/A	N/A	N/A		minute	1,500,000					
4	Extended Call Coverage - US- Switched Access		N/A	N/A	N/A		minute	600,000	\$ -	N/A	N/A	N/A	\$ -
5	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
6	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.2.10.b, Toll Free Services (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. qty of units	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
5	Extended Call Coverage - North America Dedicated Access			N/A	N/A		minute	N/A	N/A		N/A	N/A	N/A
6	Extended Call Coverage - North America Switched Access			N/A	N/A		minute	N/A	N/A		N/A	N/A	N/A
7	Tailored Call Coverage			N/A	N/A		minute	N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
11	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Cost Table 6.2.11, Operator Services

6.2.11.a, Operator Services (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item, per call	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Operator assisted calls			250	\$ -	N/A	per minute	N/A	N/A	N/A	N/A	N/A	\$ -
2	Collect Calls			250	\$ -	N/A	per minute	N/A	N/A	N/A	N/A	N/A	\$ -
3	Third Party Billed			250	\$ -	N/A	per minute	N/A	N/A	N/A	N/A	N/A	\$ -
4	Directory Assistance			500	\$ -	N/A	call	N/A	N/A	N/A	N/A	N/A	\$ -
5	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
6	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.2.11.b, Operator Services (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
7	Foreign Language Operators			N/A	N/A		per minute	N/A	N/A	N/A	N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
11	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -